

**Netaji Subhas Open University**  
**Post Graduate Diploma in Modern Office Management (PGDMOM)**

**Course Structure**

Paper-1 : Principles of Management

Paper 2 : Office Procedures & Supervisory Skills

Paper 3 : IT Applications & E-System (Practical)

Paper 4 : HR Management & Business Regulatory Framework

Paper 5 : Entrepreneurship Development & Personality Development.

Paper 6 : Project Work and Viva-Voce (80+20)

Full Marks -600

**Eligibility** : Graduation from any recognized Indian University

**Duration** : 1 Year

**Detailed Syllabus**

**Paper -1: Principles of Management**

**Module - I**

**Unit-I: Management & its Basics**

What is Management? Features of Management; Objectives of Management; Importance of Management; Management and Administration; Functions of Management; Principles of Management; Universality of Management.

**Unit – II: Planning**

Planning Function of Management; Importance of Planning; Merits & Demerits of Planning; Steps in Planning.

**Unit – III: Organizing**

Organizing Function of Management; Importance of Organizing Function; Principles of Organizing; Factors Influencing Span of Control; Classification of Organizations ; Line and Staff Organization ; Functional Organization.

**Module - II**

**Unit IV: Staffing**

Staffing Function of Management; Staffing Process - Steps Involved in Staffing;

**Unit – V: Directing**

Directing Function of Management; Importance of Directing Function; Directing Principles

**Unit – VI: Controlling**

Features of Controlling Function; Process of Controlling; Relationship between Planning and Controlling

## **Paper 2: Office Procedures & Supervisory Skills**

### **Module - I**

#### **Unit –I: OFFICE**

What is a Business Enterprise? What is an Office? Who are Office Staff? What are the Most Common Forms of Business Organization? What are the Advantages of Office Work? What are the 8 Categories of Office Career and Job Classifications under Each Category? What are the Specific Skill Requirements for Office Jobs? Duties and Responsibilities of Office Staff.

#### **Unit-II: Records Management**

Objectives of Record Keeping; What is Filing? What are the Different Kinds of Filing System? Steps in Filing; Indexing; Selecting the Appropriate Filing System; How to handle Incoming & Outgoing Mails.

#### **Unit –III: Document/Report Writing**

Key points to write a document: The 5w-h plan for writing; Steps in writing workplace documents; Important things to remember when editing Seven layout mistakes to avoid; Quick tips for report writing; Basics of Meetings.

### **Module - II**

#### **Unit-IV: Supervisory Skills**

What are the Skills of the Supervisor and How to Acquire Them? Functions of Supervisor.

#### **Unit-V: Leadership & Motivation**

Meaning and Concept; Importance of Leadership; Qualities of a Leader; Relationship & Differences Leadership and Motivation; Organizational Leadership; Leadership Ethics - Traits of an Ethical Leader; Leadership Styles - Important Leadership Styles- Situational Leadership – Emotional Intelligence of Leader; Which Leadership Style to Follow ? Influence of Situational Leadership Styles on Subordinate Development;

#### **Unit-VI: Communication**

Meaning; Process; Communicating Tools; Types, Barriers

## **Paper 3: IT Applications & E-System**

### **Module - I**

#### **Unit-I: Computer Fundamentals**

What is a Computer? History of Computer; Generation of Computer; Characteristics of a Computer; Components of Computer System; Input Devices; Output Devices; Central Processing Unit; Memory or Storage Device; Primary Memory; Secondary Memory; Types of Computers; Classification of Computers; Types of Software.

#### **Unit-II: Word Processing**

Introduction of Ms-Word; Getting to know the Ms-Word screen; Creating a new document; Saving a document; Printing a document; Moving and Copying text; Formatting characters; Changing cases; Find and Replace; Drop cap feature; Indents and line spacing; Inserting symbols and special characters; Bullets and numbering; Tabs setting; Page setup;

Paper orientation; Tables; To add/delete rows/columns to the table; Spell check; Autocorrect; Header and Footer; Breaks; Columns; Border and Shading; Working with graphics; Mail Merge.

### **Unit-III: Spreadsheet**

What is MS Excel? Features of Ms-Excel; Workbook Vs Worksheet; Enter and Edit Data; Printing & Preview the Document; Page Setup; Copying and Moving Data; Inserting and Deleting worksheets; Copying and Moving Worksheet; Autofill Feature; Chart; Chart Components; Types of Charts; Creating Charts; Moving and Resizing the Charts; Calculation in Worksheet; Properties of Formula; Recalculating Formula; Functions; Types of Functions; Function Wizard; Database Management; Introduction to Creating a Database; Sorting a Database; Sub-totals; Filter a Database.

### **Unit- IV: Graphic Package**

Types of Graphic Package; Common Terms Used in Powerpoint; The Parts of the PowerPoint Window; Creating A Presentations Using Blank Presentation; Understanding Different Views in Powerpoint; Sound and Motion Clips; Applying Design to Slides, Adding Slide Transitions; Animation and Sound; Preset Animation; Custom Animation; Built-In Wizard.

## **Module - II**

### **Unit-V: E-System**

Communication and Computer Network; Basic Elements of a Communication System; Computer Network Types; Advantage & Disadvantages of E-Commerce; Role of E-Commerce; Types of E-Commerce; Advantages of e-commerce; Functions of e-commerce; E-Governance and its advantages & disadvantages; Elementary ideas of internet and Web browsing; Cyber Security; Cyber Security Threats - elementary ideas.

### **Unit – VI: Financial Accounting**

Manual accounting Vs. Computerized Accounting; FA Software packages; Tally; Vouching; Receipts; Payment; Journal; Contra; Memo; Inventory with Account; Reporting Etc.

### **Unit- VII: ERP System**

Elementary ideas; Need of ERP system; Understanding SAP and other ERP packages, Need and Advantages of ERP.

## **Paper 4: HR Management & Business Regulatory Framework**

### **Module – I: HR Management**

**Unit-I: Human Resource Management** – Meaning & Importance

**Unit-II: HR Policy and Manual** - Recruitment and Selection; Training and Development

**Unit-III: Performance Appraisal** -Methods; Reward Management etc.

### **Module – II: Business Regulatory Framework**

**Unit – IV: Applicability of Legislation**

Industries Development (Regulations) Act; Factories Act & Labour Laws

**Unit-V : Other Related Laws**

The Industrial Employment( Standing Orders) Act; West Bengal Shops & Establishment Act

**Unit-VI:** Environment (Protection) Act; The Sale of Goods Act; Consumer Protection Act

## **Paper 5: Entrepreneurship Development & Personality Development**

Module I:

### **Unit- I: Entrepreneurship Development**

Objectives; Meaning & Importance; Personality Development; Characteristics of an Entrepreneur, Types of Entrepreneur; Barriers to Entrepreneurship.

### **Unit-II: Entrepreneurial Motivation**

Meaning of Motivation; McClelland's Need-Achievement Theory; Culture; Values/Ethics; Risk taking Behaviour.

### **Unit-III: Creativity**

Creativity & Entrepreneurship; Steps in Creativity; Innovation & Invention; Skills of an Entrepreneur; Decision Making & Problem Solving.

### **Unit-IV: Organization Assistance**

Assistance to an entrepreneur; New Ventures; Industrial Park; SEZ – ideas only; Industrial Corporations; Small Scale Industries; Export Oriented Units; Shilpabandhu; Other Agencies for industrial assistance, Industrial Estate.

## **Module-II**

### **Unit-V: Personality Development**

Communicating and Drafting Skills – Business letters; CV writing; Interview & Interviewing; Skill Development & Group Discussion.

### **Unit VI: Project**

Introduction; Idea Selection; Selection of Product & Service; Aspects of a Project; Phases of a Project; Report writing, Proforma of a Project for bank loan etc.

## **Paper 6: Project Work & Viva-Voce**

Project Report	-80
Viva-Voce	-20